

RFIs (DL photo requests)

Tuesday, June 16, 2015 9:44 AM

The high majority of Requests for Information (RFIs) are for driver license photos. These directions will go over how to handle such requests.

1. RFIs generally come in via email. Verify the authenticity of RFIs by:
 - Confirming the originating email address is government or law enforcement-based
2. You will need the following items at minimum to process RFIs:

An RFI email will look something like this:

From: Joe Schmoe [<mailto:jschmoe@SumbLE.Agency.gov>]
Sent: Tuesday, Febtober 01, 2016 9:19 AM
Subject: License photo

Hello, can you please email me a copy of the subjects current California license photo?

His information is as follows:

Bart Simpson
DOB 01/23/1956
SS# 111-11-1111
License # N1234567

I am a fraud detective with the Sumb Police Department in Nebraska and am currently investigating a forgery regarding Simpson. The report number is 2016-0969A-4580.

Thank you,

Det. Ian M. Fantastic #7592
Sumb Police Department
Desk# 555-555-5555
jschmoe@SumbLE.Agency.gov

3. Reach out to the requesting party (RP) for the items above if necessary. Move on to the next step once received.
- 4.

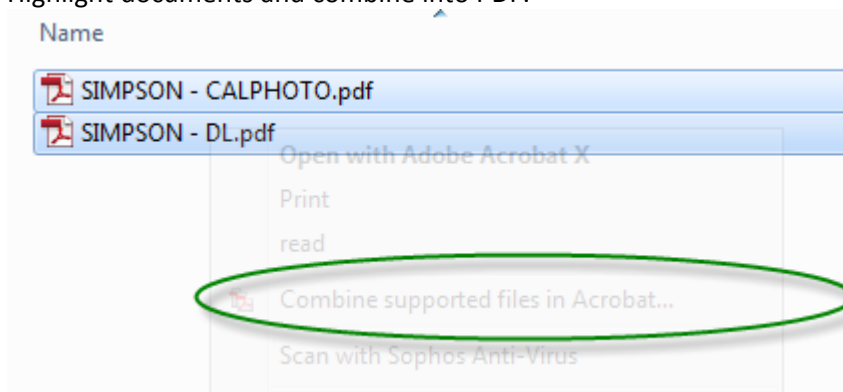
Regards,

Duty Officer
Northern California Regional Intelligence Center (NCRIC)

- b. If the RFI is narcotics and synonymous and marked **URGENT** or **Priority**, walk over to tell them they just received an URGENT RFI request.
- c. You're done!

DATABASES

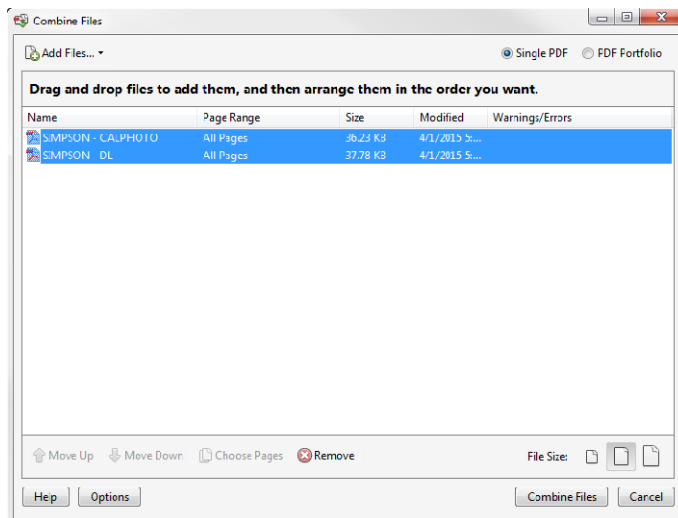
5. If *not* narcotics, query the following databases and save them in a folder of your choosing:
 - Palantir
 - Driver License History
 - Access: LEAWeb > DMV > "Drivers License Inquiry" or "Drivers Name / ID Card Inquiry"
 - Calphoto Driver License or Calphoto Mug
 - WSIN
 - eGuardian
 - Access via LEEP
 - *Additional database checks can be done WHEN SPECIFICALLY ASKED FOR* (e.g., Criminal request would include CII; Phone # requests may include Accurint or CLEAR)
6. Create product for RP.
 - a. Navigate to folder with database query PDFs.
 - b. Highlight documents and combine into PDF.



- c. If it doesn't appear in the forefront, look in task bar for Adobe Acrobat



- d. Combine files



- e. Save File as "RFI [CASE #] [SUBJECT LAST NAME]"
- f. Password protect file. **File > Document Properties > Security Tab > Security Method: Password Security**
- g. Select box left of "Require password to open the document."



- h.
- i.

7. Send results to RP.

- a. Using same email thread, Reply to RP and CC DutyOfficer.
- b. Use the following email:

"

Thank you for contacting the NCRIC. The results of your request are in the attached password-protected PDF. The password will be sent to you separately.

Regards,

Duty Officer

Northern California Regional Intelligence Center (NCRIC)

"

- c. Attach password-protected document to email.
- d. Send password in a separate email to RP only.

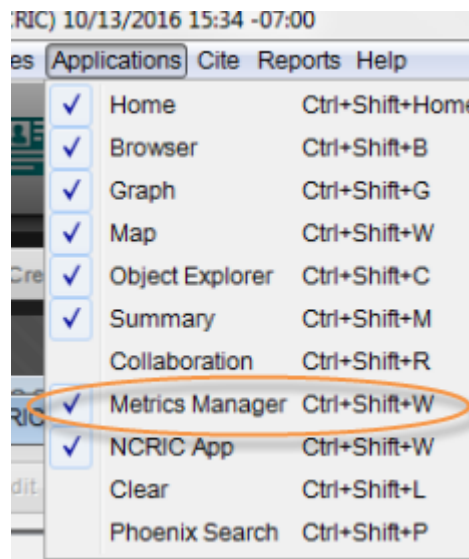
PALANTIR

8. Create RFI ticket into Palantir.

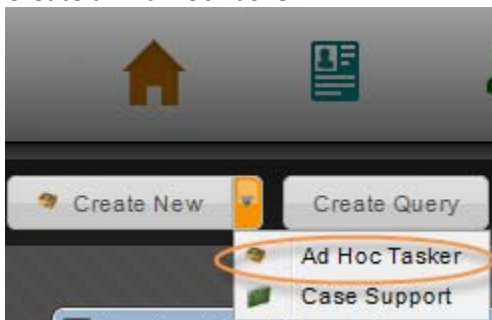
- a. Open up Palantir
- b. Navigate to Metrics Manager. The Metrics Manager icon is below:



- c. If you don't see the Metrics Manager icon in the ribbon, navigate to it by: **Applications > Metrics Manager.**



9. Create an **Ad Hoc Tasker**:



10. Fill in the following:

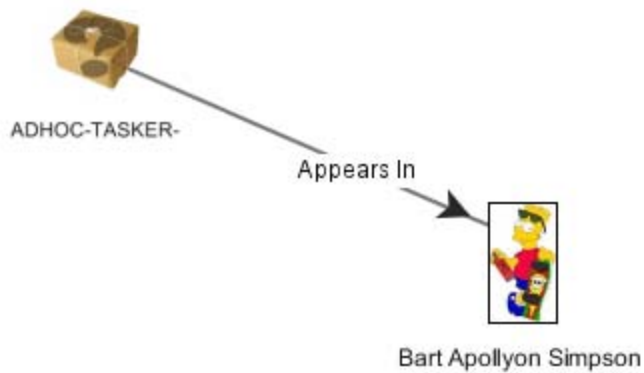
- Everything yellow.
- Support Unit: Northern California HSP (Homeland Security)
- Supervisor: Administrator Account
- Crime Type: The criminal nexus that the RP indicated
- Supported Agencies: Out-of-State Law Enforcement Agency (LEA)
- POC Info: Copy/paste from RP

Example:

11. Save. Publish. (Accept where applicable). This is done between each step because Palantir has a penchant for changing cell information between each of the following steps.
12. Navigate to **Subject Details** tab.
 - a. Click "**New.**"
 - b. Enter subject details
 - c. Save. Publish. (Accept where applicable)
13. Navigate to **Disposition / Retention** tab.
 - a. Retention Status: **1 year**
 - b. Save. Publish. (Accept where applicable)
14. Click "**Add to Graph**"
15. Navigate to **Graph**. [To open up the icon: **Applications > Graph**]
16. Open linked entities. **Right-click RFI > Search Around > Linked entities**

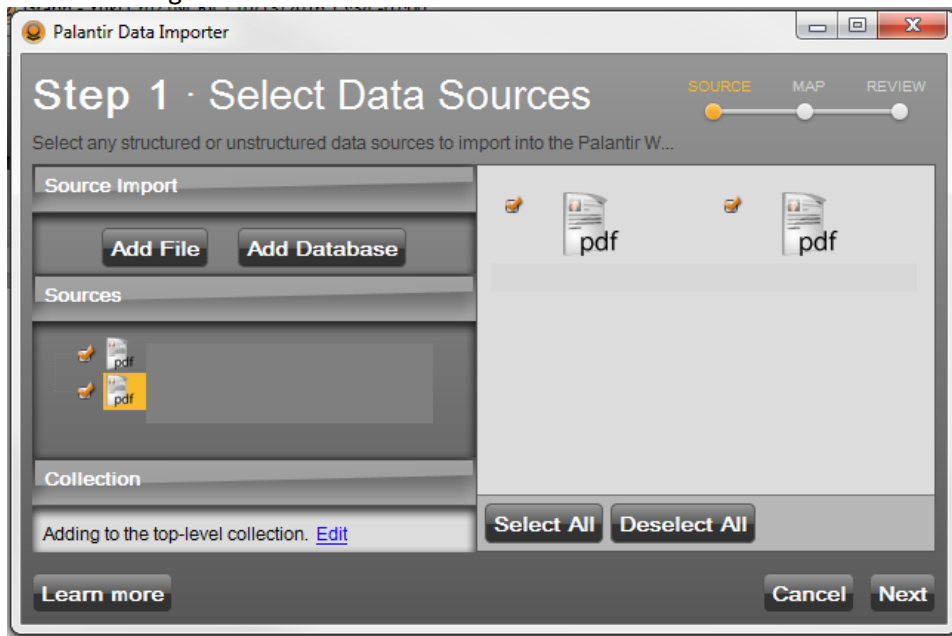


17. See something like this:

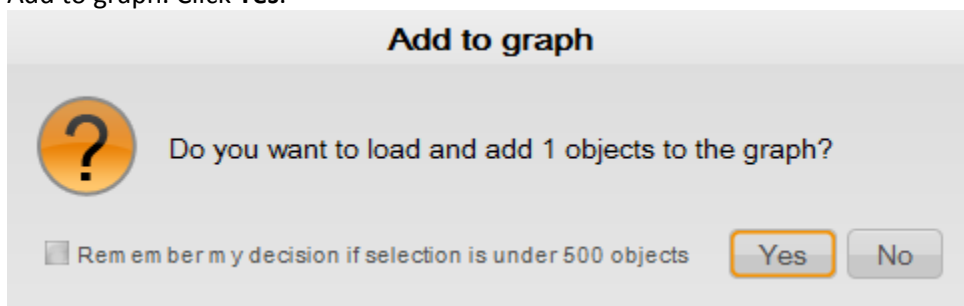


18. Import documents.

- Open up the folder housing the results of all your database queries.
- Drag the files onto the Palantir graph.
- See something like this:



- Click "Next"
- Click "Import"
- Add to graph. Click Yes.



19. Associate document with subject.

- Highlight all document(s).
- Left-click a triangle found at the bottom-right of any of the documents then drag it to the subject.



- c. Drop line(s) on subject.
- d. Add a link. Type "**Appears in**" and select arrow pointing from subject to document.

Add a Link

Select a type of link or event:
☐ Appears In

Select Direction:

Appears In
 Bart Apollyon Simpson... *Appears In* NOTICE TO REGIONAL PARTNERS

Has Appearance Of
 Bart Apollyon Simpson... *Has Appearance Of* NOTICE TO REGIONAL PARTNERS

Bidirectional
 Bart Apollyon Simpson... *2 Appears In* NOTICE TO REGIONAL PARTNERS

Select Data Source:
☒ Manually Entered Data
☐ no data sources
[edit](#)

Select Time Interval:
 Begin:
 End:

- e. Save. Publish. (Accept where applicable)
20. Open in browser for tagging.
 - a. Highlight all.
 - b. Left-click any icon. Drag to browser icon and drop.



21. Tag per normal.
22. Save. Publish. (Accept where applicable)

CLOSE OUT

23. Go back to **Metrics Manager** application.
24. Go back to the **Adhoc Tasker** ticket for this RFI.
25. Click "**Edit**"
26. Change **Status** from "**Open**" to "**Closed**"
27. Save. Publish. (Accept where applicable)
28. Done!